



PATENT
Attorney Docket No. 47004.000089

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Rebecca Lynn Siegel, et al.

Group Art Unit: 3785

Serial No.: 09/901,078

Examiner: Unknown

Filed: July 10, 2001

For: SYSTEM AND METHOD FOR SUPERVISING ACCOUNT MANAGEMENT
OPERATIONS

SUBMISSION OF CORRECTED FORMAL DRAWINGS

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

This is in response to the Notice to File Corrected Application Papers dated August 22, 2001. Applicants submit herewith six (6) sheets of formal drawings (Figures 1-6) for filing in the above-referenced patent application.

In the event any other fees are incurred upon the filing of these documents, please charge the undersigned's Deposit Account No. 50-0206.

Respectfully submitted,

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Dated: October 4, 2001

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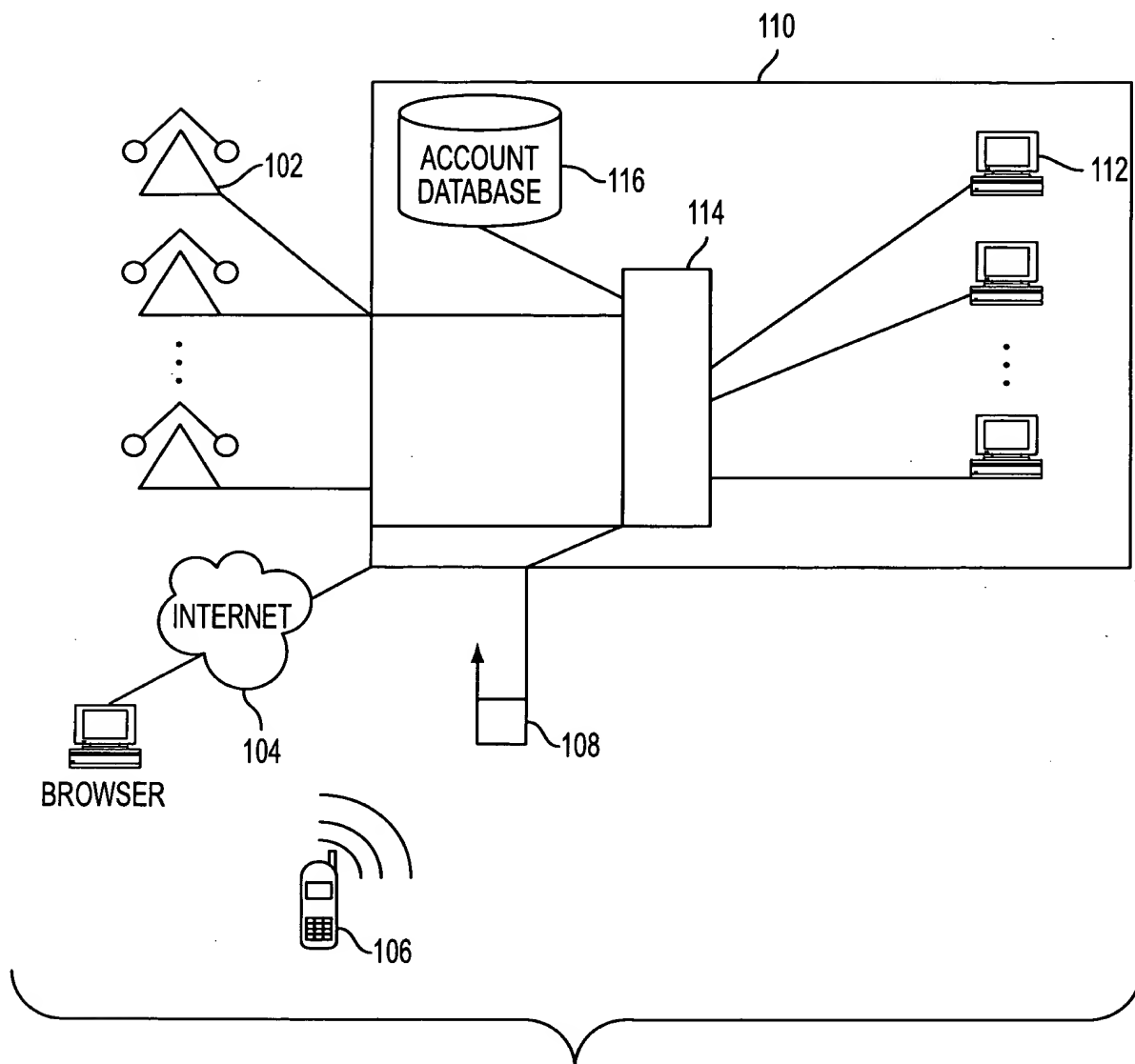


FIG. 1

LOCATION OF ACCOUNT 10 DAYS
 AFTER PROMISE

09901078-00440

http://swilnts735/CSD_Applications/AppMaint/java/menus.htm - First USA Internet Explorer

File Edit View Go Favorites Help

Administration | Analysis | Logout | Help |

Performance Print DMM Help

Delinquency Movement Matrix

Tree Organization

- Austin
 - Austin Recovery
 - Orlando
 - Petruzzelli, Carl
 - Annis, Dawn
 - Buxton, Teresia
 - Legg, John
 - Rockwell, Christina

Start Date CSR

End Date Tree Level

Company Level

Matrix Data exists from 11/06/1999 to 04/22/2000

Search

Display Matrix

Total Dollars Paid

Report for: Rockwell, Christina

Bucket 10-days after Promise

| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|----------|-----------|----------|----------|---------|---------|---------|-------|-----|
| 0 | \$29,995 | | | | | | | | |
| 1 | | \$129,722 | | | | | | | |
| 2 | | | \$22,173 | | | | | | |
| 3 | | | | \$13,131 | | | | | |
| 4 | | | | | \$5,005 | | | | |
| 5 | | | | | | \$4,026 | | | |
| 6 | | | | | | | \$2,202 | | |
| 7 | | | | | | | | \$648 | |
| 8 | | | | | | | | | \$0 |

Static Roll

Original Bucket

Status Ready Report Displayed for: Rockwell, Christina Load Time 00:00:10

LOCATION OF ACCOUNT ON DAY
 PROMISE TAKEN

202

FIG. 2

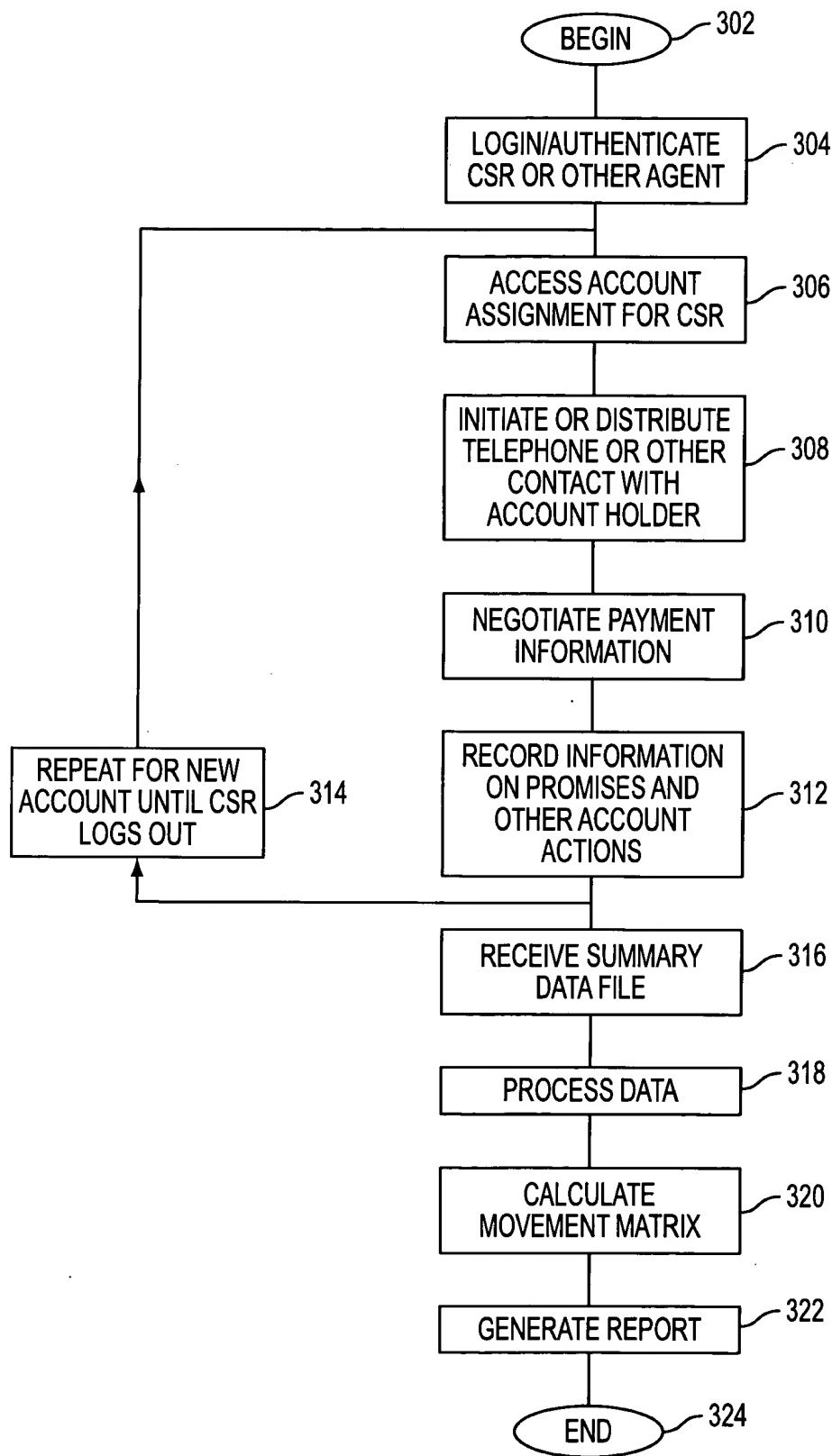


FIG. 3

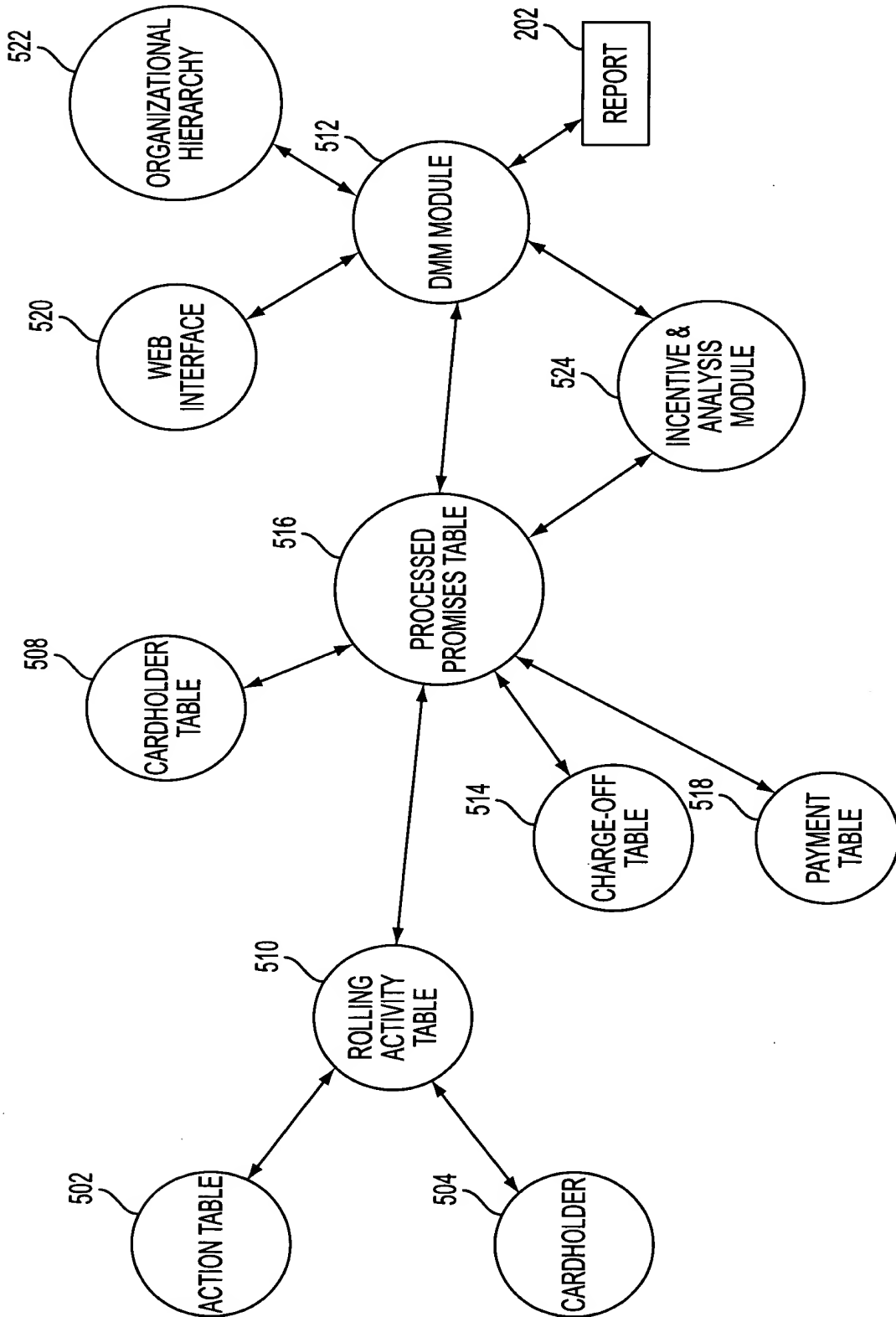


FIG. 4

| Organization Option | Description |
|-----------------------|--|
| CSR | Option to view performance at CSR, Team Manager, Team Leader, site, and company level |
| CSR - No organization | Option to view CSR performance regardless of company, site, Team Manager, or Team Leader |

Note: Global report is available for all report options.

View Window

Delinquency Movement Matrix

Global

- Bank One
- Chevy Chase
- First Card
- First USA

Organization Options

Tree Organization

Start Date 10/01/1999

End Date 10/01/1999

Display Tree

Global

Date Ranges

Matrix Data exists from 09/20/1999

Search Total: 149

Display Matrix

Display Report Roll Rates

Report for: Chevy Chase

Bucket 10-days after Promise

| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 0 | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| 1 | 72.31% | 20.83% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| 2 | 50.37% | 12.35% | 24.44% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| 3 | 26.69% | 9.25% | 21.00% | 34.88% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| 4 | 23.40% | 2.13% | 6.38% | 27.66% | 28.72% | 0.00% | 0.00% | 0.00% | 0.00% |
| 5 | 23.40% | 0.00% | 2.13% | 6.38% | 27.66% | 31.91% | 0.00% | 0.00% | 0.00% |
| 6 | 21.74% | 2.17% | 0.00% | 0.00% | 2.17% | 28.26% | 23.91% | 0.00% | 0.00% |
| 7 | 19.05% | 0.00% | 0.00% | 0.00% | 2.38% | 2.38% | 14.29% | 33.33% | 0.00% |
| 8 | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

Static Roll

Backward Roll

Status Ready.. Report Displayed for: Chevy Chase Load Time 00:00:04

FIG. 5

FOOT" 82070650

Title of Invention: "System and Method for
Supervising Account Management"
Inventor's Name: Rebecca Lynn Siegel, et al.
Application No.: 09/901,078
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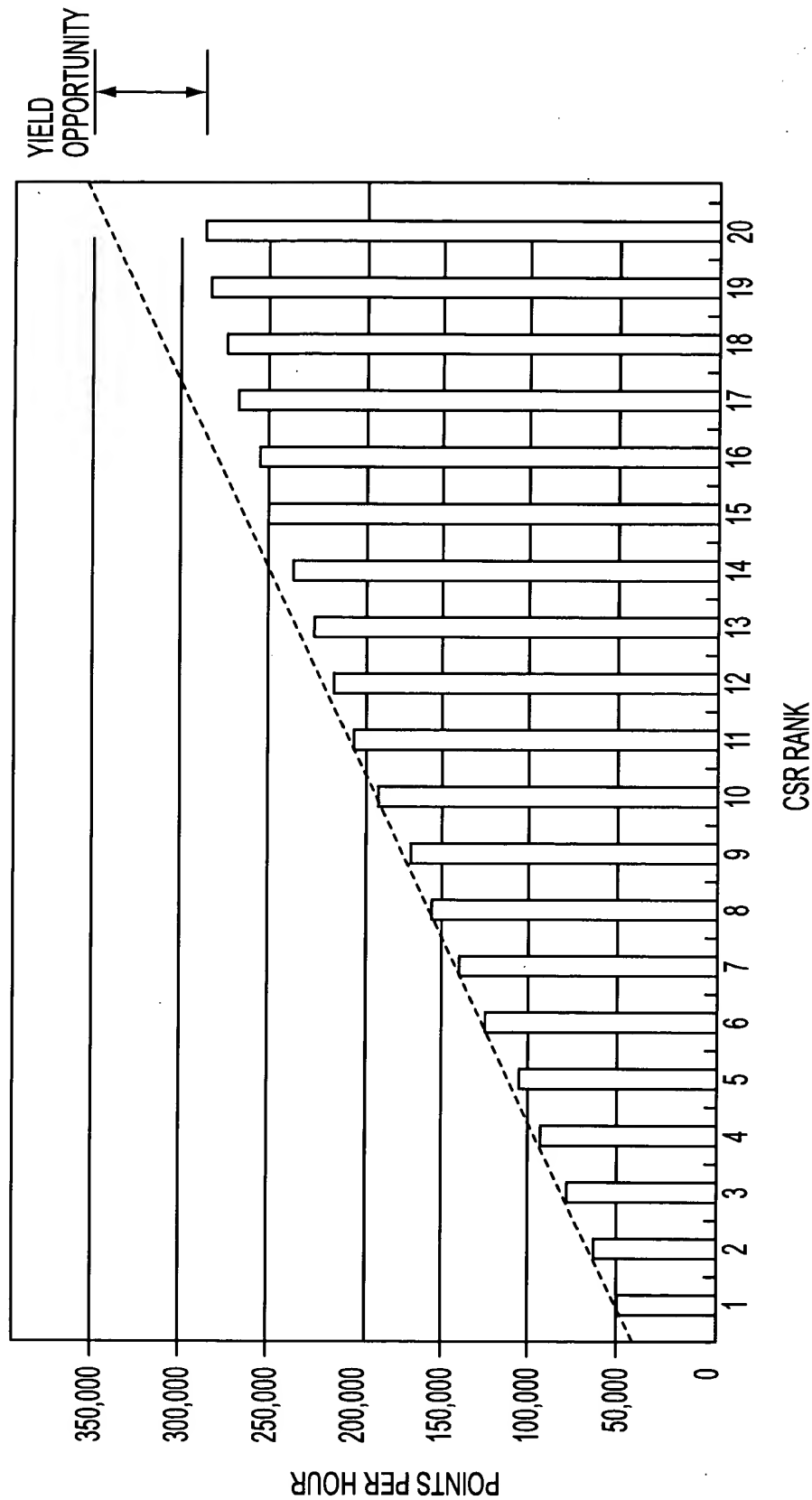


FIG. 6